

**Inyo County**  
**Health and Human Services**

P.O. Drawer H  
Independence, CA 93526

Phone (760) 872-4245  
Fax (760) 873-6505

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# **Civil Rights Division 21**

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## **Corrective Action Plan**

For June 2008 Site Review

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## Facility Location Findings

### Dissemination of Information

The 912 No. Main St., Bishop location was found to be in need of directional signage not only in English, but other appropriate languages. Likewise, the Lone Pine facility needed the "No Public Restrooms" sign to also be in Spanish.

Signage for both locations is now in both English and Spanish. This was verified complete by the CRC via phone conversation with Lone Pine staff and a facility visit to 912 No. Main St. on August 8, 2008.

### Discrimination Complaint Procedures

Most of the employees interviewed knew the difference between program discrimination and a personnel complaint. Few however, did not understand the difference between the three types of complaints. With this knowledge, the CRC plans to spend more time with this section of civil rights training by providing clearer examples of the different type of complaints (personnel, program and discrimination) during the trainings.

### Documentation of Applicant/Recipient Case Records

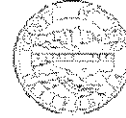
Selected cases for this review did not contain sufficient documentation indicating if the client provided their own interpreter, documentation of their primary language, or if bilingual services were provided. Staff must ensure that proper documentation is kept in the file identifying all required elements for compliance.

In late spring of 2008, the CRC created and submitted with the annual civil rights plan language forms complying with Division 21 regulations. The form was implemented prior to the review and cases selected doubtfully had these forms. With the implementation of this form, all cases have now been required to contain the language forms.

### ADA Exterior Entry Signage

The International Symbol of Accessibility is required at every main entrance. Both the Grove St. and Lone Pine buildings were observed lacking this symbol. Since the review, signs were ordered and are now ready and available to be placed at each location's main entry. The signs will be placed at the entry doors at each location by the end of September.

**WORK ORDER**  
**MAINTENANCE BUILDING AND GROUNDS**



TO: DEPARTMENT OF PUBLIC WORKS      DATE: August 8, 2008  
EMAIL TO: bldgmaintworkorder@inyocounty.us

FROM (DEPT.): HEALTH & HUMAN SERVICES      ☐ EMERGENCY  
CONTACT PERSON: LEAH BOVEE      ☐ AS SOON AS POSSIBLE  
PHONE EXTENTION: 872-4245      ☒ CONTACT THIS DEPT.  
BEFORE STARTING WORK

*(Contact department for more details)*  
\* Work must be completed by March 31, 2009

PLEASE PERFORM THE FOLLOWING MAINTENANCE / REPAIR WORK:

BUILDING: 380 N. MT. WHITNEY, LONE PINE

THE FOLLOWING ARE NEEDED TO MEET CIVIL RIGHTS ADA REQUIREMENTS:

(A) LOBBY COUNTER HEIGHT TO BE LOWERED TO 34" FROM FLOOR FINISH

(B) PARKING LOT NEEDS TO HAVE (1) ADA VAN ACCESSIBLE PARKING SPACE AND  
APPROPRIATE PARKING SIGNAGE.

→ PLEASE SEE PAGE NEXT PAGE FOR ADA PARKING SPECIFICATIONS

**DO NOT WRITE BELOW THIS LINE. PUBLIC WORKS USE ONLY**

DATE STARTED: \_\_\_\_\_ DATE COMPLETED: \_\_\_\_\_

MATERIALS USED:

COMMENTS:

HOURS WORKED: \_\_\_\_\_ WORK DONE BY: MAINTENANCE WORKER

**EXHIBIT A**

EMAIL TO: bldgsmaintworkorder@inyocounty.us

FROM (DEPT.): HEALTH & HUMAN SERVICES

☐ EMERGENCY

CONTACT PERSON: LEAH BOVEE

☐ AS SOON AS POSSIBLE

PHONE EXTENTION: 872-4245

☒ CONTACT THIS DEPT.  
BEFORE STARTING WORK

(Contact department for more details)

✗ Work must be completed by March 31, 2009

PLEASE PERFORM THE FOLLOWING MAINTENANCE / REPAIR WORK:

BUILDING: 912 NO. MAIN ST., BISHOP

THE FOLLOWING ARE NEEDED TO MEET CIVIL RIGHTS ADA REQUIREMENTS:

(A) PARKING LOT TO MEET ADA VAN ACCESSIBLE PARKING REQUIREMENTS,  
SPECIFICATION AND APPROPRIATE PARKING SIGNAGE.

(B) UNISEX BATHROOM SINK COUNTER/RIM TO BE LOWERED TO 34" FROM FLOOR FINISH  
→ PLEASE SEE NEXT PAGE FOR ADA SPECIFICATIONS

**DO NOT WRITE BELOW THIS LINE. PUBLIC WORKS USE ONLY**

DATE STARTED: \_\_\_\_\_ DATE COMPLETED: \_\_\_\_\_

MATERIALS USED:

COMMENTS:

HOURS WORKED: \_\_\_\_\_ WORK DONE BY: MAINTENANCE WORKER



Doug Wilson, Acting Director  
Michael B. Conklin, Deputy Director Public Works

## DEPARTMENT OF PUBLIC WORKS

P.O. DRAWER Q  
INDEPENDENCE, CA 93526  
PHONE: (760) 878-0201  
FAX: (760) 878-2801

COUNTY  
OF  
INYO

### MEMORANDUM

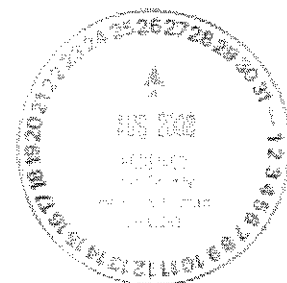
TO: Jean Dickinson, Health and Human Services Director

FROM: Mike Conklin, Deputy Director Public Works *MC*

CC: Leah Bovee  
John Jones

DATE: August 20, 2008

SUBJECT: ADA Compliance



We are in receipt of your request to make certain modifications to achieve ADA compliance at various Health and Human Services facilities throughout the County. Regrettably, given our current staffing levels, workload, and funding, we cannot achieve your request. It would be our recommendation to solicit other means by which to accomplish your goal. Our suggestion would be to contact various contractors throughout the community and obtain a price to do the work outlined in the work orders.

If we can be of any assistance in this regard, please contact us.

## EXHIBIT B